TESTIMONY OF SUE DOWD

FOR

DOWD WATER SYSTEMS, INC.

DOCKET NO 2001-181-W

IN RE: EMERALD SHORES WATER COMPANY, INC.

ISLE OF PINES WATER COMPANY, INC.

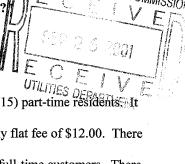
1. Q. WOULD YOU PLEASE STATE YOUR NAME, ADDRESS AND OCCUPATION?

- 2. A. My name is Due Dowd and I reside at #77 Dowd Road, Prosperity, S. C. 29127. I am the owner and
- 3. manager of Dowd Water Systems, Inc. of which Emerald Shores and Isle of Pine and divisions.
- 4. Q. HOW DID YOU ACQUIRE EMERALD SHORES AND ISLE OF PINES?
- 5. A. They were left to me through my late husband's estate in February 2000.
- 6. Q. WOULD YOU BRIEFLY DESCRIBE THESE TWO UTILITIES?
- 7. A. Yes. Isle of Pines is a subdivision with five (5) full-time residents and fifteen (15) part-time residents. It
- 8. has one pump to serve each homeowner unlimited supply of water for a monthly flat fee of \$12.00. There
- 9. are no vacant remaining lots to build homes. Emerald Shores has sixteen (16) full-time customers. There
- 10. are two pumps which also furnish an unlimited supply of water at \$20.00 per month. This system has a
- 11. tank that holds about 12,000 gallons of water.

12. Q. WHAT RATES ARE YOU REQUESTING FOR THESE TWO UTILITIES?

- 13. A. In Isle of Pines, I am requesting a two-fold rate of \$25.00 for part-time customers and \$35.00 for full-time
- 14. customers per month. In the Emerald Shores Subdivision, I am requesting \$62.00 per month. Both
- 15. monthly charges are flat rate charges for unlimited water usage since the subdivisions do not have meters.
- 16. I am also requesting a disconnect fee of \$90.00 and a reconnect fee of \$90.00. A have a contract with a
- 17. plumbing company that will meet me at the site to dig up the distribution pipe and cut off the water at a
- 18. charge of \$75.00. When the fees are paid, we will make the same trip to cut the water back on. I propose
- 19. to add \$15.00 for my own time and use of my automobile for a total of \$90.00 per trip.
- 20. Q. DOES HAVING UNLIMITED WATER USAGE CAUSE A STRAIN ON THE SYSTEMS?





CENTRE: OLD

- 21. A Yes, it does. There are two pumps along with a 12,000 gallon tank in Emerald Shores and one pump in
- 22. Isle of Pines. Last year, I replaced a pump in Emerald Shores at a cost of \$1,818 and on August 2nd of
- 23. this year, I replaced one in Isle of Pines for \$2,129.

24. Q. WHAT HAPPENED TO THE PUMP YOU REPLACED AT ISLE OF PINES?

- 25. A. After the hearing here on August 1 for Stephenson's Lake (Docket 2001-75-W), I arrived home and there
- 26. were sixteen (16) messages on my phone to let me know there was no water. I quickly drove to the
- 27. subdivision to discover road machinery had pulled up the pipe beside the road. I had the pipe repaired
- 28. that afternoon at a cost of \$332.00. I sent out the standard "Water Boil Notices" and "Chlorination
- 29. Notices". On August 6, the pump burned out. A new pump was installed. Afterwards, the pump was
- 30. pumping but with no pressure in the line. I walked the system nine (9) time to find leaks. Two part-time
- 31. homes had left the water running. The second one had left the water running in the sink. I dug up the
- 32. pipe and had it cut off. During the month, I had to have seven (7) samples taken until the water was
- 33. cleaned out at a cost of \$155.00 per test. I still do not have the cost for the chlorination test. During the
- 34. Month of August, I worked 94.6 hours solely to correct for the pipe being busted.

35. Q. MRS. DOWD, DO YOU HAVE A JOB OTHER THAN MANAGING THESE UTILITIES?

- 36. A. No. I would like to get one but taking care of the utilities is a twenty-four hour-a-day job.
- 37. Q. DO YOUR CUSTOMERS KNOW HOW TO CONTACT YOU IF NECESSARY?
- 38. A. Yes. They have my home phone numbers and my cell phone. DHEC required me to buy the cell phone.
- 39. Q. DOES THIS CONCLUDE YOUR TESTIMONY?
- 40. A. Yes, it does.